



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: James J. Crow, Dennis L. Parker  
Assignee: Motive, Inc.  
Title: DISTRIBUTED SERVICES ARCHITECTURE THROUGH USE OF A  
DYNAMIC SERVICE POINT MAP  
Serial No.: 09/542,273 Filed: April 4, 2000  
Examiner: L. Wang Group Art Unit: 2155  
Docket No.: MTV0016US

Austin, Texas  
July 20, 2005

Mail Stop RCE  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**PRELIMINARY AMENDMENT**

Dear Sir:

This paper is responsive to the Final Office Action dated April 20, 2005 and the Advisory Action dated July 7, 2005, having a shortened statutory period expiring on July 20, 2005. The following Preliminary Amendment and Remarks are submitted for entry into the present application along with the Request for Continued Prosecution under 37 C.F.R. § 1.114 accompanying this paper. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No amendments to the Specification are presented in this paper.

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 3 of this paper.

No amendments to the Drawings are presented in this paper.

**Remarks** begin on page 8 of this paper.